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ATTORNEY'S DOCKET:
014208.1570 (93-02-029)

PATENT APPLICATION
10/601,342

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Daniel I. Swedberg, et al.
Serial No.: 10/601,342
Filing Date: June 20, 2003
Confirmation No.: 8243
Group Art Unit No.: 2121
Title: TECHNIQUES FOR FACILITATING INNOVATION-
FOCUSED IMPROVEMENT OF AN ENTITY

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date shown below.

R. Cisneros de Chairez
Roseanne Cisneros de Chairez

Date: April 7, 2005

Dear Sir:

SECOND REQUEST FOR STATUS

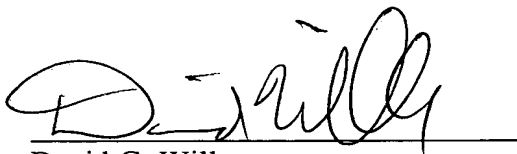
Please advise as to the status of the above-identified patent application. Applicants have not received a reply to the Request for Status mailed September 21, 2004. Applicants are again requesting status of the first Office Action and the status of this case.

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If there are any matters that can be cleared up through a telephone conversation, please contact the undersigned attorney for Applicants, David G. Wille, at (214) 953-6595.

Respectfully submitted,
BAKER BOTTS L.L.P.
Attorneys for Applicants

A handwritten signature in dark ink, appearing to read 'D. Wille', is written over a horizontal line.

David G. Wille
Reg. No. 38,363

Dated: April 7, 2005

Customer No. **35005**